

Complaint Tracking for CA (11/01/2004-11/30/2004). Total Customer Contacts: 13

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/06/04	The agent was rude. He just left me hanging on the line. I wanted two line VCO like my notes said.	11/12/04	Apologized to the customer for the inconvenience. CA was coached on proper 2-line VCO call processing.
11/08/04	TTY user wanted to leave message but CA didn't reply. "She kept me dangling." Customer kept typing "Hello Hello I need a call."	11/08/04	Said would speak to CA and thanked for letting me know. Spoke with CA. Coached agent on importance of calls.
11/08/04	Operator called my second line and harassed me. Both agents called me and hung up both lines twice. I have reported to police stop harassing on my calls. They stole my number from my profile illegally. Operator called the Dr. office for me, then 13 mins. later the other operator took over the call. They both harassed me.	11/17/04	Told him I would take all this information and give it to another supervisor to talk to agents and will call him back. Operators reminded to be polite and professional on every call.
11/11/04	TTY customer reports after instructing customer to dial a number, ringing macro is not received. Same problem with seven or eight different agents today, all 4-series numbers. Apologized for problem encountered. Advised complaint would be forwarded to management. TT #1002188092. Customer request contact. Emailed to CA account manager.	02/01/05	Called customer and verified problem was resolved. No longer experiencing that error.
11/20/04	It took operator too long to respond. I typed out message with a GA-waited -no response. Told operator to pay attention GA and the operator said ringing macro. It took too long for operator to redial to leave my message.	11/20/04	Thanked customer for the info. Reviewed proper procedure with operator.
11/22/04	CA did not relay the recording when dialing the hospital. Didn't relay message to the representative that answered and didn't gender voice person. Apologized and advised that I would speak to the CA and CA's direct supervisor and we would follow up in writing as requested.	01/18/05	Spoke to CA about customer's conversation and of importance of relaying everything correctly. Spoke to agent about customer contact. Agent does not remember call. Stated that she always types everything as directed. Coached agent on importance of following instructions and typing everything heard. Mailed letter on 1/18/05 to customer.

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11/23/04	Second time to report same problem with no return call. Since opening of California center, calls are being handled by agents beginning with a four and center is having many technical and operator problems, not able to read the typing, transmitting too fast and garbled most times. When dials neighbor, gets recording call could not be completed as dialed. When places calls out of state gets message dialing local call. Apologized and entered in database to type 50 wpm. Assured her a return call.	02/10/05	Spoke to customer and apologized for inconvenience. Made sure call was not branded as ASCII.
11/23/04	Customer called into California Relay twice and had major problems getting through and with garbling issues. A test call was performed and resulted in the same issues. Customer had called earlier in the day to report the same problems. RCS apologized for the problem and reassured customer the information would be passed along to the proper persons. Customer requests a call back ASAP.	02/01/05	Called customer and left message on answering machine.
11/29/04	CA ID numbers are not transmitting at the beginning of the relay calls. She asks for the CA ID number, but the operator does not provide-many times they just disconnect. This CA did finally provided the CA ID number after the third request. If this is a technical problem at the call center, customer says it needs to be corrected ASAP. Secondly, the operators should provide their ID numbers whenever it is requested.	12/17/04	Thanked customer, and apologized for the inconvenience. Spoke with the agent, agent remembers call and remembers that the customer did not want the call announced so agent was confused on if she should give out her id nbr. or remain transparent. Coached agent on proper procedure.
11/30/04	Customer dials Sprint CRS # 877-735-2929, and she reaches Spanish speaking agents. The customer explained that this has been a problem for the past two days. TT I002224573 opened.	12/13/04	Apologized. Assured her that the problem will be researched. Center software release corrected the error that was in the DNIS.TXT file
11/30/04	Customer says three calls to 877-735-2929 have answered with Spanish agents.	12/13/04	Apologized to customer and assured customer that complaint would be forwarded for resolution. Macro error was corrected.
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11/30/04	Customer says 3 calls to 877-735-2929 have answered with Spanish agents.	12/09/04	Apologized to customer and assured customer that complaint would be forwarded for resolution. Macro error was corrected.